

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET

SACRAMENTO, CA 95814

(6) 445-1797

August 5, 1980



TO: All County Welfare Directors

Letter No. 80-30

COUNTY CARD ISSUANCE ERRORS -- RESTRICTED CARDS

The Department's Surveillance Utilization Review (SUR) Branch has advised us that some county welfare departments are issuing nonrestricted Medi-Cal cards to recipients who are on restricted service status. Due to these errors, over \$300,000 in services were erroneously provided to recipients on restricted services in the last year.

We have been asked to remind counties that in accordance with the Medi-Cal Eligibility Manual, procedures sections 14A and 19A, prior to county card issuance the Limited Services Status Register (LSSR) must be checked to determine whether the beneficiary is enrolled in a PHP or on restricted service status. If the beneficiary is enrolled in a comprehensive PHP, a Medi-Cal card may not be issued. If the beneficiary is on restricted services status, a card, appropriately coded, may be issued. It should also be noted that the Department's automated card issuance system verifies restricted services status and PHP enrollement as part of both the MAIN and Supplemental processes. Therefore, counties are encouraged to use the CID system whenever possible in lieu of hand issuing cards.

In an effort to reduce the number of erroneously issued cards and to alert the counties of the problem, the Beneficiary Utilization Review Unit will be taking the following action. Each time a recipient who is on restricted service status is found to have received a nonrestricted Medi-Cal card, issued erroneously by the county, a letter will be sent to the recipient explaining that he or she must inform the county welfare department of restricted service status at the time a replacement card or additional proof of eligibility labels are requested. A copy of this letter (see attached example) will also be sent to the county Medi-Cal liaison and the Medi-Cal Eligibility Branch Field Representative in order to alert both county and state staff of the problem. The Field Representative will follow up with the county Medi-Cal liaison during the next field visit to the county and review the county's procedures for issuance of Medi-Cal cards.

If you have any questions, please contact your Medi-Cal Field Representative.

Sincerely,

Original signed by

Barbara Carr, for
Doris Z. Soderberg, Chief
Medi-Cal Eligibility Branch

Attachment

cc: Medi-Cal Liaisons
Medi-Cal Field Representatives

Expiration Date: February 28, 1981

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5) 920-7117



A review of drug claims paid by Medi-Cal on your behalf since you were placed on restricted status indicates that you may have been obtaining regular, non-restricted Medi-Cal cards from the county welfare department. You must inform the county welfare department of your restricted drug status any time a replacement card or additional Proof of Eligibility labels are requested.

You were placed on the Restricted Drug Program to control the amount of drugs you receive through Medi-Cal, continued action on your part to get around this control could lead to further action by the Department.

Since it is the responsibility of this Unit to see that Medi-Cal services are properly used, we will be closely monitoring your case. If this problem continues we will refer your case to Health Services Investigation Section for their consideration and appropriate action concerning your access to the Medi-Cal program.

If you have any questions, please call (916) 920-7117, you may call collect station to station.

Sincerely,

William M. White, Chief
Beneficiary Utilization
Review Unit

cc: County Welfare Department